

## GRADUATE MEDICAL EDUCATION

**POLICY: BEHAVIORAL HEALTH** (*Resident Services*)  
GME Policy and Procedure Manual

<b>Department Responsible</b> Graduate Medical Education	<b>Created</b> 3/2/2016	<b>Effective Date</b> July 1, 2016	<b>Next Review/Revision Date</b> April 2021
<b>Title of Person Responsible</b> Designated Institutional Official	<b>Approved Council:</b> Graduate Medical Education Committee		<b>Date Approved by Council</b> June 1, 2016

### Policy

Per ACGME requirements (IV.H.1.), The Sponsoring Institution must provide residents/fellows with access to confidential counseling and behavioral health services.

### Purpose

Long Beach Memorial recognizes that Graduate Medical Education programs place substantial responsibility on residents that may affect physical and mental health. LBMMC seeks to alleviate some of the stressful effects of participation in residency programs by providing residents with access to appropriate confidential counseling and psychological support services, such as:

#### Employee Assistance Program (EAP)

Long Beach Memorial Medical Center is interested in the total health and wellness of employees and their families. We recognize that employees may face problems involving finances, relationships with family members or others, emotional or physical difficulties, abuse of alcohol, drugs, or other chemical substances, or other problems which might disrupt their lives.

The Employee Assistance Program (EAP) offers Long Beach Memorial residents/fellows and their immediate family members access to a 24-hour, nationwide network for immediate, short-term telephone counseling and referrals to other approved professional resources when ongoing, face-to-face counseling and other services are needed.

There is no charge for telephone counseling / referral. Other professional services rendered are on a "fee for service" basis. ***EAP is completely voluntary and participation is treated confidentially.***

The Medical Center truly cares for your physical, emotional, and mental wellbeing. Help is available 24-hours a day. Informational brochures are available in the Human Resources Department. Please call extension 31251. Or residents can visit the REACH website [http://mhs.memnet.org/lbmmc\\_human\\_resources/](http://mhs.memnet.org/lbmmc_human_resources/)

## WHY EAP

**REACH Employee Assistance** understands the challenges of today's workplace. We can assist by increasing your company's investment, cut costs, and increase quality and performance.

Specifically we assist to:

- Improve employee job performance and corporate productivity
- Promote Drug, Violence, & Harassment Free Workplace
- Reduce turnover, medical, legal and compensation costs
- Reduce absenteeism and accidents on the job
- Early intervention to reduce health care cost
- Increase employee morale
- effectively manage change

Why an EAP? Consider the following factors:

### Substance Abuse

- Up to 40% of industrial fatalities and 47% of industrial injuries can be linked to alcohol consumption and alcoholism.  
Source: "Management Perspectives on Alcoholism," by M. Bernstein and J.J. Mahoney, published in Occupational Medicine, (1989).
- 70% of all current adult illegal drug users are employed.  
Source: NIDA Capsules, National Institute on Drug Abuse, (June 1990).
- Untreated Depression and Mental Health Issues In The Workplace
- In a 1995 seminar on recognizing depression in the workplace, 12.7% of DuPont Company employees said they suffered from anxiety/depression at the beginning of the seminar. After the seminar was presented, 19.8% of the same group said they suffered from anxiety/depression.  
Source: "Beyond Stress" by Crystal Simms, EAPA Exchange, (September/October 1996)
- A 1993 study estimated that the economic burden of depression in 1990 was \$44 billion; 55% of that amount was attributed to workplace costs, including absenteeism and reductions in productivity.  
Source: Greenberg et al., Journal of Clinical Psychology, (1993).
- Data collected for a 1991 study by the D/ART National Worksite Program showed that at the First National Bank of Chicago, 40% of all referrals to the EAP during one year were for depression. At Wells Fargo Bank, 30% of respondents to a survey reported symptoms of depression.  
Source: "Depression: Corporate Perspectives and Innovations," by Washington Business Group on Health.

### Violence or Threats In The Workplace

- Nearly two million people a year are victims of violence or threats in the workplace.  
Source: Workplace Violence, U.S. Department of Labor Occupational Safety and Health Administration (2002).
- Violence in the workplace is caused by a variety of factors, including job stress, job-related conflict, layoffs and firings, alcohol and drug abuse, accessibility of weapons, and

domestic problems carried over from the home.

Source: Attorney General Janet Reno in a 1995 presentation to an EAPA conference entitled "Responding to Workplace Critical Incidents."

- The occurrence of domestic violence is high and probably underreported with one wife or child in 21 being physically abused 3 to 4 times per year. The greatest problem regarding women, violence, and employment is the response of the organization to violence against women.

Source: "Women at Risk: Crucial Violence Prevention Concerns for Female Employees", by Beverly Younger, LCSW, published in EAPA Exchange, (May 1995).

### **Culturally Diverse Workforce**

- Workforces will need to adjust and be sensitive to a culturally diverse make-up of workers as the year 2000 and beyond projections show that 80% of the work force will be composed of non-whites, females, and immigrants.

Source: Minorities 2000: "The Shape of Things to Come," by Marilyn Foxworth-Kern, published in Public Relations Journal, (August 1989).

### **Work/Family Issues**

- Nearly three times as many employers offer child care benefits today as in 1988.
- "Not only are the elderly, those 65 years old and older, increasing as a percentage of the population but also the eldest portion, those over 85, is increasing faster than any other segment. More and more often we are seeing seventy-year-olds trying to care for their parents, who are in their nineties."

Source: William Benson, Deputy Assistant Secretary of Health and Human Services for Aging at a 1996 conference on "The Aging of America: Issues and Answers."

### **It Makes Good Business Sense**

- For every dollar they invest in an EAP, employers generally save anywhere from \$5 to \$16.
- General Motors Corporation's EAP saves the company \$37 million per year-\$3,700 for each of the 10,000 employees enrolled in the program.
- United Airlines estimated that it gets a \$16.95 return for every dollar invested in employee assistance.
- The City of Los Angeles Department of Water and Power reported a savings of \$350,000 over a five-year period in reduced sickness absenteeism for employees with alcohol problems.

Source: "Taking Inventory," published in the EAPA Exchange, (July 1992), EAP Association.

- A small company (70 employees) reduced its workers' compensation and vehicular accident cost by \$75,000 by establishing an EAP with an emphasis on safety awareness. Source: Substance Abuse Prevention: It's Your Business. Center for Substance Abuse Prevention, U.S. Department of Health and Human Services (1992).
- Studies done at Crestar Bank showed that average psychiatric costs were 58 percent less for EAP participants compared with those who did not use the EAP. EAP participants had an average of 8.8 sessions compared to 13.1 sessions for the non-EAP group. The average cost of \$45 per session resulted in a savings of \$193 per outpatient case. Source: Presentation at Georgia Tech by S. Davis. (1993) Personal Performance Consultants (Atlanta)

### **Other Studies**

- a reduction of on-the-job accidents and lost time as a result of such accidents at Tropicana;
- an estimated \$1,750 savings per employee at Warner Corporation because of lower workers' compensation costs, and fewer on-the-job accidents;
- a 75% reduction of in-hospital alcohol and other drug abuse treatment costs at Gillette Company;
- a reduction in absenteeism and workers' compensation insurance costs at Sawyer Gas Company and at Oregon Steel Mills.  
Source: The Economics of Drug-Free Workplace Programs. Marsh and McLennan Companies (1994).
- Job stress costs US industry up to \$300 billion annually due to absenteeism, employee turnover, diminished productivity, workplace violence, and direct medical, legal and insurance fees. Source: Southern New Hampshire Medical Center (July 2002)

**REACH Employee Assistance** can provide added value and benefits to your organization by providing a "broad brush" comprehensive hands-on (EAP) Employee Assistance Program. We offers a comprehensive service package with the highest quality of professional services available to assist the specific needs of your organization.

For further information please call our Anaheim Corporate Office at: 1-800-273-5273 or e-mail us at [info@reachline.com](mailto:info@reachline.com)